**General**

* Ensure each visit and messaging is customized to the needs of the stakeholder.
* Ask if there are particular interests for the tour/visit
* Keep a standard flow of tours, the customer process and business process.
* Show Big Picture Prezi, if appropriate and time allows. At a minimum, provide link: wsostandards.weebly.com/the-big-picture.html

**WSO Re-Design—Buildings**

* Customer-Centric (workshop spaces, areas for businesses to use—job fairs, phones, etc.)
* Open and Accessible Floor Plan
* Relationship to Partners (ID Partner agencies present, Titles I and III at a minimum)
* Professionalism
* Branding
* Transparent

**WSO Standards—Customer Services**

* Customer-Centric
* Not Transactional—Transformational
* Strength of Partnerships in Service Delivery (maximize resources, avoid duplication, leverage)
* Getting Customers What They Need—Demand-Driven—Meet the Need at the Time
* Greeting (one minute, professional, technology to support customer flow)
* Handoff
* Leave with experience of exceptional service, want to come back
* Use Technology to Support Customer Service

**Business Services**

* Responsive to the needs of business
* Focus on sectors
* Customized recruitment efforts, work ready pools and skills validation
* The strength of WSO is the people validating skills and matching applicants to employers
* Business Feedback to inform jobseeker services

**Closing and Follow Up**

* Obtain visitor(s) contact information
* Thank for the visit
* Follow up with an email—Thank you, provide link to “The Big Picture” and provide your contact info.